

Agency Activity Inventory
by Agency
Appropriation Period: FY 2008-09

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation & Regulatory

1400 Administration

Provide executive leadership, ombudsman, strategic planning, policy, legal and financial services, facilities management, personnel services, communications, procurement, internal auditing and other administrative services to the agency.

Statewide Result Area: Improve the safety of people and property

Strategy: Administration

FY 2008-09

Total	General Funds	Federal Funds	Health / Non-Recurring	CRF	Other Funds	FTEs
\$5,868,632	\$0	\$0	\$0	\$0	\$5,868,632	90.00

Other Fund - Subfund No & Title:

3264-DMV Other Operating Revenue, \$5,716,220; 3958 - Sale of Assets, \$9,900; 3805 - Miscellaneous Revenue, \$142,512

Budgetary Program No.: I.

Expected Results:

Ombudsman - Track and reconcile all ombudsman calls. Fiscal requirements: Meet all fiscal requirements by expected deadlines. Strategic Planning: define requirements and project phasing for implementation of a digitized plate production and fulfillment process. Communications: Develop and distribute public awareness materials for driver, vehicle and insurance requirements. Internal Audit: audit internal operations to ensure compliance with policies and laws. Support Services: Develop and implement facilities, financial, and HR programs and procedures to increase agency efficiency and ensure compliance with legal requirements.

Outcome Measures:

Ombudsman - Responded to over 2,650 customer requests for assistance; Strategic Planning - Provided project management and oversight for the digitized license plate production and fulfillment for the reissue of the regular license plates, through this project a total of 274,053 plates have been issued; Communications - processed 267 media inquiries, 124 FOIA requests, 328 general information requests, developed and/or revised 11 publications, released 4 PSAs, 24 press releases and 7 law enforcement bulletins; Internal Audit - performed audits on 20 (29%) of the 70 field offices located throughout the state, performed follow-up audits of two field offices to ensure that adequate corrective actions had been taken, assisted the Office of Accountability and Integrity with on investigation involving potential fraud and employee wrongdoing, performed on consultative review requested by executive management, and actively participated and consulted on numerous internal committees regarding the development of Agency policies, business rules and internal controls; Support Services - Worked with the B&CB to transition the field office maintenance program in-house, developed a construction project management function in-house to oversee all facility construction and renovation projects, drafted a career path program for field office positions and assisted in the development of a New Employee Training program for Customer Service Rep positions, managed an \$81M budget that was 100% funded by revenues generated and retained by DMV, collected approximately \$269M in total revenues and distributed approximately 70% to other entities, awarded contracts to outsource a portion of the call center and develop an IFTA/IRP database that will be fully integrated with our existing database.

Agency Activity Inventory
by Agency
Appropriation Period: FY 2008-09

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation & Regulatory

1401 Customer Service Centers (There are 69 customer service centers throughout the state. All but three offer full service transactions - which total over 500 different types of services/transactions.)

There are 69 customer service centers located throughout the state. With the exception of 3 offices, all offer full service transactions including driver licensing services, vehicle registration, license reinstatements, and titling services. In addition to these services, 16 offices offer transactions for international customers, 34 offices offer skills tests for commercial drivers, and 10 offices provide fingerprinting for CDL hazardous material background checks.

Statewide Result Area: Improve the safety of people and property

Strategy: Provide for the preparation and prevention of criminal activities and natural and/or man-made events.

FY 2008-09

Total	General Funds	Federal Funds	Health / Non-Recurring	CRF	Other Funds	FTEs
\$55,394,223	\$0	\$0	\$0	\$0	\$55,394,223	959.00

Other Fund - Subfund No & Title:

3264-DMV Other Operating Revenue, \$18,651,640; 3537 - DUI In-Car Video, \$177,918; 35C6 - Plate Replacement Fund, \$11,002,126; 3595 - Uninsured Motorists Fees/Fines, \$24,295,385; 41C5 - Uninsured Enforcement Funds, \$1,267,154

Budgetary Program No.: II.A.1

Expected Results:

Office activity: Expect additional activity because of CDL fingerprinting and FR4 cancellation transactions.
 Customer Wait Times - Maintain low wait times (15 minutes or less), even if activity and training increases.
 Training: Improve new employee and manager training

Outcome Measures:

DMV operates 69 Field Offices throughout the state to deliver our products and services to customers. Our goal is to provide accurate, efficient service to the thousands of customers who visit our offices while maintaining an average statewide wait time of less than 20 minutes. In all but three offices, DMV provides all basic driver license and vehicle transactions. DMV also provides essential services for other state and federal agencies such as accepting applications for voter registration (nearly 80% of all registered voters register through DMV) and registering young men for selective service. DMV also plays a key role in the organ donor registry. DMV continues to focus on the quality of service we provide in our offices. To improve customer service, DMV continuously reviews and improves our training programs, such as the new employee training program. This program was recently expanded to include 4 weeks of "mentoring" by a dedicated trainer in addition to the eight days of formal classroom instruction. DMV offices are split into 4 regions throughout the state and are managed by regional administrators who visit each office in their region and conduct office reviews with the manager.

Agency Activity Inventory
by Agency
Appropriation Period: FY 2008-09

Regional and statewide manager meetings are held on a consistent basis to discuss, among other things, new policies, changes in business processes and best practices for dealing with customer issues. DMV continues to open 6 offices around the state on Saturday mornings from 8:30 a.m. to 1:00 p.m. and this service is well received by the public.

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation & Regulatory

1402 Customer Service Delivery / Alternative Media

This activity describes the delivery of services to customers in ways other than visits to customer service centers. Included in this activity are web transactions, mail-in services for titles, registration and driver's license.

Statewide Result Area: Improve the safety of people and property

Strategy: Provide for the preparation and prevention of criminal activities and natural and/or man-made events.

FY 2008-09

Total	General Funds	Federal Funds	Health / Non-Recurring	CRF	Other Funds	FTEs
\$2,387,233	\$0	\$0	\$0	\$0	\$2,387,233	7.00

Other Fund - Subfund No & Title:

3264 - DMV Other Operating Revenue, \$2,387,233

Budgetary Program No.: II.A.2

Expected Results:

Alternative methods of service delivery provide customers with more options than to just visit customer service centers to complete transactions. Promote use of web and mail in services going forward. Develop new business transactions to provide information to authorized customers via the web instead of through the phone or in our field offices.

Outcome Measures:

For fiscal year 2008, Alternative Media processed 98,869 driver license renewals through our web site. Another 56,990 licenses were renewed through the mail, for a total of 155,859 licenses renewed outside of our field offices. Alternative Media also reissued 3,669 licenses and issued 656 duplicate licenses. They completed 18,770 requests for driving records through our web site and another 14,742 requests for driving records through the mail. This unit processed 1,933 change of address requests for customers through our web site.

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation &

Agency Activity Inventory
by Agency
Appropriation Period: FY 2008-09

Regulatory

1405 Customer Service Delivery / Call Center

Provide customer service to our customers who call the agency. Help customers obtain access to our products and services and answer questions related to our driver and vehicle licensing requirements.

Statewide Result Area: Improve the safety of people and property

Strategy: Provide for the preparation and prevention of criminal activities and natural and/or man-made events.

FY 2008-09

Total	General Funds	Federal Funds	Health / Non- Recurring	CRF	Other Funds	FTEs
\$3,499,629	\$0	\$0	\$0	\$0	\$3,499,629	60.00

Other Fund - Subfund No & Title:

3264 - DMV Other Operating Revenue, \$3,499,629

Budgetary Program No.: II.A.2

Expected Results:

The mission of the Call Center is to respond to customer inquiries by providing accurate information in a professional and timely manner. We are constantly searching for processes and technology to improve our operations. Recently, we started a pilot project to outsource the answering of some calls to a vendor who works alongside our employees in the Call Center. Although the project has only been in place for a few months, we have seen the cost per call reduced from \$3.75 to \$1.88 with an improvement in speed of answer.

Outcome Measures:

In FY2008, the Call Center answered 662,129 telephone calls from the general public - 42% of all calls received were questions related to driver licensing, 39% related to vehicles, 13% were categorized as "general" as they related to general DMV information (office hours, questions about fees, basic DMV license and titling requirements) and 6% were received from businesses who were calling to obtain or verify vehicle information, such as lien information. In the General Skills category, our vendor has recently started answering calls and has been able to respond to calls (on average) in less than 10 seconds. SCDMV employees averaged a response time of approximately 3 minutes for the same two week time period the prior year.

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation &
Regulatory

1406 Product Development and Partnerships

This activity includes the development, enhancement and maintenance of new DMV products and systems used for DMV partnerships with other entities to provide services. New and emerging channels of service delivery at DMV include: on-line Web transactions, internet-based solutions for service delivery (web services). This activity also includes the development of

Agency Activity Inventory
by Agency
Appropriation Period: FY 2008-09

new technologies and system interfaces to provide DMV data/services to major stakeholders such as the insurance industry, financial industry, automotive dealers, law enforcement, county government, etc. This activity also includes partnerships with other entities to provide DMV services.

Statewide Result Area: Improve the safety of people and property

Strategy: Provide for the preparation and prevention of criminal activities and natural and/or man-made events.

FY 2008-09

Total	General Funds	Federal Funds	Health / Non- Recurring	CRF	Other Funds	FTEs
\$2,077,719	\$0	\$0	\$0	\$0	\$2,077,719	14.00

Other Fund - Subfund No & Title:

3264 - DMV Other Operating Revenue

Budgetary Program No.: II.D

Expected Results:

Partnerships developed for alternative service delivery: EVR (Electronic Vehicle Registration) allowing dealers to issue titles and registrations; CIDR (County Issuance of Decals and Registrations) allowing counties to renew registrations on DMV's behalf; ELT (Electronic Liens and Titling), allowing the banking industry to add and remove liens from vehicle titles electronically. Expand Information services to commercial customers: develop web services business-to-business data interchange capability to migrate existing customers from outdated mainframe operations to business-to-business web services. Includes state portal customers, insurers, counties, magistrate courts. Improved service for law enforcement and other government entities. Improve real time access to DMV information by law enforcement through use of web-browser based technology.

Outcome Measures:

In FY 2008, SC county tax offices issued 789,288 decals/registrations through the system interface that SCDMV developed. We now have 23 of the 46 counties providing one stop shopping for customers by issuing SCDMV decals and registrations. SCDMV now has 32 banks and credit unions participating in our Electronic Lien and Title program. In FY2008, SCDMV sent 36,155 electronic titles to lenders. Banks and credit unions released 4,771 liens electronically. A total of 42,358 ELT transactions were completed last year, saving significant time and effort for both SCDMV and the lenders participating in the program. SCDMV completed 2,219,587 transactions in FY2008 through the state's web portal - SC.GOV.

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation & Regulatory

1407 Driver Services - Driver Records & DL Issuance

Driver Records: Administer laws, policies and procedures as they relate to SC motor vehicle/driver license laws. Responsible for posting violations and suspensions to driver files, correcting information on driver files and maintaining inventory of uniform traffic tickets for State. Court order unit: process changes to driver record through court orders. Compliance unit:

Agency Activity Inventory
by Agency
Appropriation Period: FY 2008-09

process requests for special licenses and processes suspension compliance. International Customer Unit: develop and implement programs to improve communication with international customers; oversee DL issuance documentation for international customers.

Statewide Result Area: Improve the safety of people and property

Strategy: Provide for the preparation and prevention of criminal activities and natural and/or man-made events.

FY 2008-09

Total	General Funds	Federal Funds	Health / Non-Recurring	CRF	Other Funds	FTEs
\$4,175,668	\$0	\$0	\$0	\$0	\$4,175,668	73.00

Other Fund - Subfund No & Title:

3264-DMV Other Operating Revenue

Budgetary Program No.: II.B

Expected Results:

Establish program to electronically exchange traffic citation information between courts and DMV. Court Management System involves collecting data from magistrate and criminal courts in 46 counties, and involves integrating legacy systems with the new Court Management Systems. DMV's interface will be connect directly with the CMS, as well as with vendor-supported systems in several counties. The system will allow a court data entry person to enter a SC driver's license number from a citation and retrieve all of that person's DMV data directly into the CMS. The court user will then enter the disposition, which will be transmitted electronically to DMV's system and update the driving record.

Outcome Measures:

The Pilot phase of the electronic exchange of traffic citations was deployed, and involved the Magistrate and Circuit courts in four counties - York, Anderson, Jasper, Sumter. The exchange was limited to offenses occurring in a CMV (commercial motor vehicle) or committed by a CDL (commercial driver license) holder. DMV and CMS are still monitoring and evaluating the accuracy and error rates during this pilot. Court personnel are now required to enter additional data fields into CMS. This has created an increase in processing time for the court and for DMV. DMV is also taking steps to improve our issuance process for credentials, and improve to the integrity/security of the credentials.

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation & Regulatory

1408 Driver Services - Driver Improvement and Medical Review

DOE Testing Partnership Program: Responsible for developing/monitoring program that allows DMV to administer knowledge tests at high schools; Driver review: conduct driver record and accident reviews. Commercial Driving School Oversight: regulate/monitor driving schools (non-CDL) processes. Medical Record Review: maintain and forward for medical board review medical records related to a person's ability to safely operate an automobile; identify and retest drivers who need to be

Agency Activity Inventory
by Agency
Appropriation Period: FY 2008-09

re-examined.

Statewide Result Area: Improve the safety of people and property

Strategy: Provide for the preparation and prevention of criminal activities and natural and/or man-made events.

FY 2008-09

Total	General Funds	Federal Funds	Health / Non-Recurring	CRF	Other Funds	FTEs
\$1,088,409	\$0	\$0	\$0	\$0	\$1,088,409	14.00

Other Fund - Subfund No & Title:

3264-DMV Other Operating Revenue

Budgetary Program No.: II.B

Expected Results:

DOE Testing Partnership Program: FY 2005-2006 Add 20 additional schools to DOE Third Party Tester program.
 Commercial Driving School Oversight: ensure that driving schools are all meeting compliance requirements.
 Medical Record Review: Identify drivers who are not capable of operating a vehicle due to medical reasons.

Outcome Measures:

DMV added 10 schools to the DOE Third Party Tester program and tested 10,688 students. Currently, there are 159 schools participating in the program. The knowledge tests are administered by DMV and offered before, during and/or after school, as requested by the school coordinator. 1,739 new medical cases were created. As part of DMV's oversight process for commercial driving schools and to ensure the eight hour classroom requirement is being met, schools are visited on Saturdays to evaluate the classroom portion of the Driver Training school curriculum.

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation & Regulatory

1410 Vehicle Services - Dealer Licensing, Regulation, and Enforcement

Enforce all laws pertaining to the buying, selling and exchanging of motor vehicles in the State. Responsible for licensing, inspecting and monitoring the operations of all SC motor vehicle dealers and wholesalers. Investigate all offenses and complaints related to dealer motor vehicle laws and conduct periodic audits of dealers.

Statewide Result Area: Improve the safety of people and property

Strategy: Provide for the preparation and prevention of criminal activities and natural and/or man-made events.

FY 2008-09

Agency Activity Inventory
by Agency
Appropriation Period: FY 2008-09

Total	General Funds	Federal Funds	Health / Non- Recurring	CRF	Other Funds	FTEs
\$1,366,841	\$0	\$0	\$0	\$0	\$1,366,841	24.00

Other Fund - Subfund No & Title:

3264-DMV Other Operating Revenue

Budgetary Program No.: II.C**Expected Results:**

Conduct audit of dealer licensing program to identify inefficient areas within program. Begin to develop statistics surrounding number of sanctions as % of actions.

Outcome Measures:

Review of dealer program led agency to develop dealer sanction policy that will be implemented in calendar year 2009. Most sanction action will be based on point assignment; accumulation of points for specified violations lead to suspensions or revocations. Quantifies the imposition of sanctions and makes sanction action less arbitrary. Have sought and gained approval from the two largest dealer associations in the state. Developed electronic filing system for all dealer records.

Agency: R40 - Department of Motor Vehicles**Functional Group:** Transportation & Regulatory**1411 Vehicle Services - Motor Carrier Services - State Highway Fuel Tax Funding**

The International Fuel Tax Agreement (IFTA) is a base state fuel tax agreement. Persons based in a member jurisdiction operating a qualified motor vehicle(s) in two or more member jurisdictions must license under this agreement or purchase fuel trip permits to travel in member jurisdictions. IFTA requires persons to have an IFTA license and decal on their vehicle if they are traveling into other states transporting property or persons and meet certain weight or axle requirements. Upon receipt of a completed application, DMV issues the license and decals to the applicant. DMV then collects fuel taxes from applicants and disburses them to the SC DOT or to other jurisdictions. DMV also receives fuel taxes due to SC from other states and disburses them to SC DOT.

Statewide Result Area: Improve the safety of people and property**Strategy:** Provide for the preparation and prevention of criminal activities and natural and/or man-made events.**FY 2008-09**

Total	General Funds	Federal Funds	Health / Non- Recurring	CRF	Other Funds	FTEs
\$1,341,700	\$0	\$0	\$0	\$0	\$1,341,700	5.00

Other Fund - Subfund No & Title:

3346 - IFTA Operating Fund

Agency Activity Inventory
by Agency
Appropriation Period: FY 2008-09

Budgetary Program No.: II.C

Expected Results:

Issue licenses for all IFTA applicants, monitor tax disbursements and collections; current transaction system needs to be replaced by December 2010. Develop business processes and procure vendor for system redesign.

Outcome Measures:

Received peer review audit during FY 08. No material findings during audit. Department has already remediated most audit recommendations. Documented all business processes and secured vendor for design and development for new IFTA transaction processing system, including online credentialing. Secured app. \$900,000 in federal grants to support redesign.

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation & Regulatory

1615 Vehicle Services - Motor Carrier Services - Regulation

International Registration Plan (IRP): Issues registrations for apportioned vehicles, defined as any vehicle primarily used for the transportation of property and with a GVW over 26,000 lbs. Single State Registration System (SSRS): Required for "for-hire" carriers with interstate authority, allowing them to haul for-hire commodities regulated by FMCSA. Administer the program for "for-hire" carriers who haul exempt commodities. Performance and Registration Information Systems Management (PRISM): National program allowing states to verify safety rating prior to registration or renewal of motor carrier credentials. New Entrant Program: New Interstate motor carriers must register with FMCSA and have an audit conducted to demonstrate that the carrier has safety management controls in place.

Statewide Result Area: Improve the safety of people and property

Strategy: Provide for the preparation and prevention of criminal activities and natural and/or man-made events.

FY 2008-09

Total	General Funds	Federal Funds	Health / Non-Recurring	CRF	Other Funds	FTEs
\$3,191,351	\$0	\$493,970	\$0	\$0	\$2,697,381	38.00

Other Fund - Subfund No & Title:

3198 - Motor Carrier

Budgetary Program No.: II.C

Expected Results:

CVIEW-Enable real-time exchange of registration data with law enforcement personnel at the roadside. PRISM Implement PRISM program. IRP - current transaction system needs to be replaced by December 2010. Develop business processes and procure vendor for system redesign.

Agency Activity Inventory
by Agency
Appropriation Period: FY 2008-09

Outcome Measures:

IRP transactions can now be processed in 7 offices throughout the state. We are also now accepting credit card payments for IRP transactions. Documented all business processes and secured vendor for design and development for new IRP transaction processing system, including online credentialing. Secured app. \$900,000 in federal grants to support redesign.. Conducted Motor Carrier "road shows" to inform stakeholders of IRP credentialing requirements.

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation & Regulatory

1616 Driver Services - Commercial Driver's License Regulation

Responsible for monitoring the State's Third Party Tester program for commercial vehicles, truck driving schools and DOE Safety Officers. Ensures state is in compliance with federal regulations for licensing commercial driver license holders.

Statewide Result Area: Improve the safety of people and property

Strategy: Provide for the preparation and prevention of criminal activities and natural and/or man-made events.

FY 2008-09

Total	General Funds	Federal Funds	Health / Non-Recurring	CRF	Other Funds	FTEs
\$694,850	\$0	\$45,000	\$0	\$0	\$649,850	10.00

Other Fund - Subfund No & Title:

3264 - DMV Other Operating Revenue

Budgetary Program No.: II.B

Expected Results:

MCSIA: Define requirements and submit enabling legislation to have SC meet federal Motor Carrier Safety Improvement Act (MCSIA) regulations. Facility Upgrade: repave/repaint three-wheel motorcycle courses.

Outcome Measures:

Legislation will be resubmitted during 2009 session. A pre-audit was conducted by FMCSA in April, 2008. DMV is correcting all non-compliant problems that were addressed during the audit. A refresher course and training was developed and implemented for CDL examiners. During the spring of 2007, DMV began monitoring the effective and integrity of the CDL Examiner program. A total of 44 Quality Assurance Checks have been conducted.

Agency Activity Inventory
by Agency
Appropriation Period: FY 2008-09

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation & Regulatory

1617 Driver Services - Financial Responsibility

Financial Responsibility: Responsible for administering and enforcing laws relating to Financial Responsibility Act, Uninsured Motorist Act, the Registration and Financial Security Act and the Uninsured Motorist Database Act. Suspend drivers and/or owners for operating vehicles uninsured and for non-compliance of accidents and judgments. Provide enhancements to ALIR system to improve detection of uninsured motorists and ease of reporting for insurers and customers on financial responsibility suspensions.

Statewide Result Area: Improve the safety of people and property

Strategy: Provide for the preparation and prevention of criminal activities and natural and/or man-made events.

FY 2008-09

Total	General Funds	Federal Funds	Health / Non-Recurring	CRF	Other Funds	FTEs
\$4,442,987	\$0	\$0	\$0	\$0	\$4,442,987	55.00

Other Fund - Subfund No & Title:

3264-DMV Other Operating Revenue, \$641,526; 41C5 - Uninsured Enforcement Funds, \$3,784,354; 43D2 - DUI, \$17,107

Budgetary Program No.: II.B

Expected Results:

ALIR System: Increase functionality of system to allow for electronic reporting of additional transactions, working towards paperless insurance tracking system. Accident suspensions: Reduce backlog for accident suspensions through more efficient processing.

Outcome Measures:

Receiving over 85,000 electronic transactions from insurance companies and agents every month. Identifying over 18,000 uninsured motorist every month. Currently maintaining an estimated 9% uninsured motorist rate based on the number of motorist insured at the time of accident (decrease from estimated 20-25% uninsured rate in 2003). Receiving over 40,000 insurance verification transactions every month (currently 93% of all insurance received following cancellations is received electronically) Significantly reducing paper insurance compliance processed by DMV (Insurance received following accident, SR22/26 reporting) Improving customer service (dedicated customer support unit for insurance related inquiries, self service options such as web payment). Implemented mandatory VIN file reporting (entire book of business) in order to begin verifying insurance following new vehicle registration and renewals. Currently receiving 3.1 Million VIN records every week. VIN file reporting will close the loop on uninsured motorists and increase the efficiency of the overall program by decreasing insurance company and customer involvement (automated verification following cancellation notice to DMV , accidents, etc.) SC's ALIR system is considered to be one of the most effective and efficient insurance reporting system in the nation.

Agency Activity Inventory
by Agency
Appropriation Period: FY 2008-09

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation &
Regulatory

1618 Administration - Internal Affairs / Document Review and Fraud

The Office of Integrity and Accountability (OIA) is responsible for investigating any suspected or alleged acts that involve violations of law or policy committed by customers, employees, or other parties that involve the South Carolina Department of Motor Vehicles. In addition, the office serves as the liaison between the department and law enforcement agencies. The unit works to ensure the integrity of department transactions and staff and protect the department and its customers from unethical or illegal conduct. The efforts of OIA are designed to promote safety and security throughout the agency and enforce established codes of conduct for employees and customers as regulated by state or federal laws as well as departmental policies. OIA also monitors transactions and helps formulate policies and processes designed to detect and deter fraudulent activity involving the department.

Statewide Result Area: Improve the safety of people and property

Strategy: Provide for the preparation and prevention of criminal activities and natural and/or man-made events.

FY 2008-09

Total	General Funds	Federal Funds	Health / Non- Recurring	CRF	Other Funds	FTEs
\$854,728	\$0	\$0	\$0	\$0	\$854,728	12.00

Other Fund - Subfund No & Title:

3264-DMV Other Operating Revenue

Budgetary Program No.: I.

Expected Results:

Office of Integrity and Accountability: Detect and deter fraudulent activity by analyzing trends and patterns found in OIA cases. Investigate allegations of fraud or misconduct and document these cases. Review select transactions for fraudulent activity. Provide information and resources to other SCDMV work units about fraudulent activity. Develop recommendations to improve policies to reduce opportunities for fraudulent activities. Develop mutually beneficial working relationship with law enforcement entities and help fulfill information requests for law enforcement. Work to provide information and resources to detect, deter, or combat fraud to employees, customers, and other agencies and entities.

Outcome Measures:

The Office of Integrity and Accountability investigated 114 Internal Affairs cases, 276 Fraud cases, 58 Identity Theft cases, and fielded 114 General Correspondence cases. In addition, OIA fulfilled 514 requests for information or assistance from law enforcement officers; the unit also fulfilled 3,857 requests for alerts to be added to customers' record to verify invalid addresses. OIA was able to review 314,107 titles, manually verify 10,001 Social Security numbers, and issue 184 special serial numbers for vehicles. The unit as a whole responded to 4,430 phone calls from field offices or customers and 768 faxes and emails. The unit provided support for field offices who suspected fraud that resulted in 17 arrests by local law enforcement. By reviewing and/or researching a variety of field office transactions, 4,448 quality control errors were detected and forwarded to the appropriate unit for correction. OIA was also able to partner with the CDL Compliance unit to complete 23 audits of CDL examiners as well as assist TCM by conducting 25 Fraud I classes.

Agency Activity Inventory
by Agency
Appropriation Period: FY 2008-09

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation &
Regulatory

1891 Vehicle Services - Titles & Registration

This activity includes all headquarters-based titling and registration activities. Included are services for mail in title and registration activities, personalized license plates, fleet and permanent vehicles, and vehicle history documentation and issuance. Also includes Special Plate Review program, through which all license plates issued by the agency are subjected to a design review panel before production and distribution. This area is also responsible for general plate reissues.

Statewide Result Area: Improve the safety of people and property

Strategy: Provide for the preparation and prevention of criminal activities and natural and/or man-made events.

FY 2008-09

Total	General Funds	Federal Funds	Health / Non- Recurring	CRF	Other Funds	FTEs
\$4,122,272	\$0	\$204,000	\$0	\$0	\$3,918,272	54.00

Other Fund - Subfund No & Title:

3264-DMV Other Operating Revenue

Budgetary Program No.: II. C

Expected Results:

Select vendor and begin conversion of embossed plates to digitized plates. Reissue new sunrise plate to holders of Palmetto plate. Develop program for implementation of National Motor Vehicle Titling Information System (NMVTIS), an electronic exchange of titling information among states. Implementation of NMVTIS will increase the security and titling of SC motor vehicles through the interchange of title VIN and brand information among states. Phase I will encompass batch updates. Phase II will permit online real time inquiries prior to SC title being issued.

Outcome Measures:

Selected vendor and began conversion of embossed plates to digitized plates. Conducted design competition and selected "sunrise" design for new regular plates. In June, 2008 successfully initiated program for replacement of approximately 2.8 M regular plates beginning July 2008 renewals. As customers renew their regular plates each month, a new sunrise replacement plate is mailed to their home. Secured approx. \$290,000 in federal grants to assist with NMVTIS implementation. Developed program specifications for Phase I implementation.

Agency Activity Inventory
by Agency
Appropriation Period: FY 2008-09

AGENCY TOTALS

Department of Motor Vehicles

TOTAL AGENCY FUNDS	TOTAL GENERAL FUNDS	TOTAL FEDERAL FUNDS	TOTAL OTHER FUNDS
\$90,506,242	\$0	\$742,970	\$89,763,272
	TOTAL HEALTH/NON-RECURRING FUNDS	TOTAL CAPITAL RESERVE FUNDS	TOTAL FTEs
	\$0	\$0	1,415.00